



REPUBLIC OF THE PHILIPPINES  
DEPARTMENT OF TRANSPORTATION  
LAND TRANSPORTATION OFFICE

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MEMORANDUM

TO : All Regional Directors,  
All Assistant Regional Directors,  
All Regional Operations Chiefs  
All Heads of District/Extension Offices and  
All Employees Concerned

DATE : 27 July 2021

SUBJECT : **MVRS – REQUEST FOR SYSTEM UPDATE (RSU) ON  
ERRONEOUS CUSTOMER’S DETAILS**

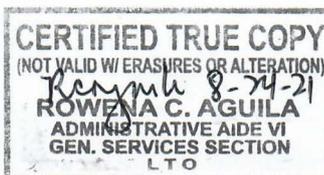
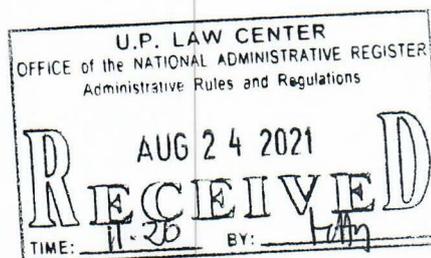
Reports have reached this Office that there are numerous Requests for System Update (RSU) due to erroneous Customer’s Details on initial registration that are being forwarded to the Central Office for approval and implementation. Such practice is unnecessary and contrary to the objectives of Republic Act No. 11032 otherwise known as the Ease of Doing Business and Efficient Government Service Delivery Act.

In this connection, it is hereby directed that all RSUs pertaining to erroneous Customer Details on motor vehicles which were already registered shall be filed at the Regional Office-Operations Division for approval of the Chief of the Regional Operations Division concerned and shall be consequently implemented thereat.

LTO personnel found in violation of this order shall be held administratively liable, if evidence so warrants.

For strict and immediate compliance.

  
**EDGAR C. GALVANTE**  
Assistant Secretary





REPUBLIC OF THE PHILIPPINES  
DEPARTMENT OF TRANSPORTATION & COMMUNICATIONS  
**LAND TRANSPORTATION OFFICE**

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**RECORDS & CORRESPONDENCE UNIT**  
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GENERAL SERVICES SECTION

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Administrative Rules and Regulations  
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JAN 04 2016  
BY: [Signature]

**MEMORANDUM CIRCULAR NO. AVT-2015-1981**

**TO :** All Regional Directors, Asst. Regional Directors,  
Chief of Field Offices and Concerned Employees  
Representatives of Accredited MAIRDOEs

**DATE :** 22 October 2015

**SUBJECT :** GUIDELINES TO MINIMIZE REQUEST FOR SYSTEM  
UPDATES (RSUs)

In view of the increasing RSUs brought about by procedural errors during the evaluation of transaction at field offices nationwide, the identified limitations of the current LTO IT system and errors encountered during the initial buildup of record at the DO-IT-Yourself Facility, all concerned are hereby directed to strictly observe the following guidelines, procedure and requirements, to wit:

**MAIDRS/MVRS-RELATED:**

- Representatives of accredited Manufacturers, Assemblers, Importers and Dealers **MUST** proofread the stock reports prior to encoding/uploading in the system. In case of erroneous entries in the generated Certificate of Stock Report (CSR), the only acceptable RSU is to delete the whole transaction records. **No RSU for Correction of Engine, Chassis Number and Vehicle Identification Number shall be accepted for transactions covering this period onwards unless the reported error is determined to have emanated from BOC. As such, corrections shall be made by the said office and shall be re-transmitted to LTO.**

The same procedure shall also apply for components submitted by rebuilders and other entities.

- The dealer shall review properly the correct details and type of the vehicle including the buyer's information in their sales invoice prior

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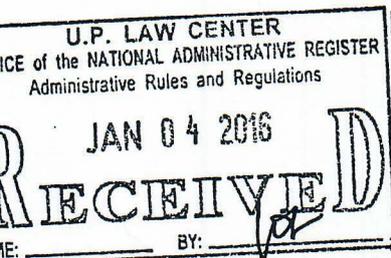
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ADMINISTRATIVE AIDE VI  
GEN. SERVICES SECTION  
LTO

to submission to LTO for sales reporting. The same shall be done also by the LTO personnel prior to the encoding of the buyer's information in the IT system. The bases of these information can be any of the following:

- I. Two (2) valid government issued IDs of the buyer;
- II. Valid SEC registration, for corporation; and
- III. Valid DTI certification, for single proprietorship

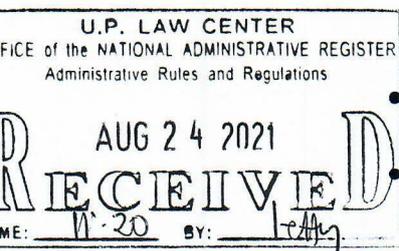
Hence, RSU to delete or change buyer details shall be REJECTED.

3. Only approved RSU by the Operations Division/Internal Audit Division/Intelligence and Investigation Division shall be implemented for Duplicate Plate, File Numbers/File Numbers with suffix, Engine number and Chassis numbers.
4. RSU Forms shall be completely filled out and signed by the concerned D.O. Chief to avoid rejection. The required updates shall be clearly stated in the following RSUs:
  - a. Correction of engine/chassis numbers, indicate that the update shall be implemented for both MVRS and MAIDRS;
  - b. Duplicate customer ID due to wrong evaluation of transaction or failure of the evaluator to retrieve the existing customer record prior to initiating the transaction, indicate that replacement of customer ID is required, not "delete".

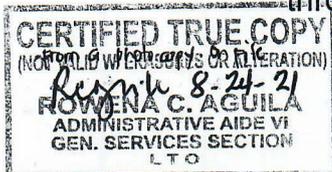


It is reiterated that complete documentary requirements shall be attached pursuant to the following:

- Memorandum Circular (MC) No. RTD-2011-1518 dated 17 May 2011, re: *Revised Procedures in the Implementation of MVRS-Related RSUs by the MID and Regional Offices*;
- Memorandum Circular No. AVT-2014-1817 dated 7 January 2014, re: *Amendments to MC RTD-2011-1518*; and
- Memorandum Circular No. ACL-2009-1139 dated 17 April 2009, re: *Revised Request for System Update (RSU) Guidelines for DLS, LETAS and RCS*.



5. In case of erroneous assignment of plate number, an RSU to update plate number shall be duly approved by the concerned Chief, Operations Division of the Regional Office. The updating of temporary plate number to permanent plate number shall be judiciously implemented by the ISSUING DISTRICT OFFICE through the Plate Maintenance Facility, hence, not an RSU.



6. RSU to update year model shall be in accordance with MC NO. AVT-2015-1917 dated 4 March 2015, re: Correction of Year Model.
7. RSUs involving change of Engine Numbers, Chassis Numbers shall be REJECTED, instead, shall be processed in the MVRS as miscellaneous transaction. In case of change in owner's name, the appropriate transaction is transfer of ownership. **Acceptable RSUs shall be for correction of spelling or of number of characters, not the whole entry.**
8. Correction of Name in MVRS due to change of marital status in DLS is not allowed.

### DL-RELATED

Correction of Name, Address, Marital Status are not considered as valid RSUs.

All other DL-related RSUs are acceptable and currently being implemented at the CO-License Section.

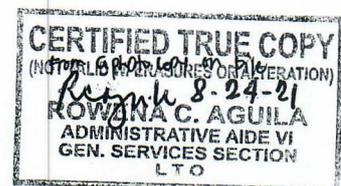
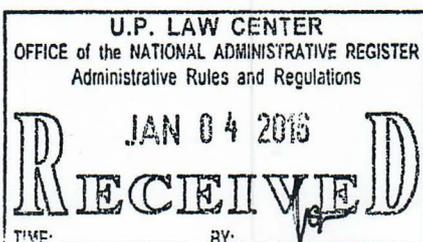
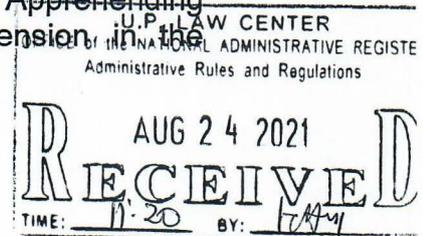
### LETAS-RELATED

The common RSUs in LETAS are for correction of encoded data/apprehension details due to illegible entries in the Temporary Operator's Permit. Apprehending Officers are reminded to write legibly the details of apprehension in the TOP/Impounding Receipt of Motor Vehicles.

### CUSTOMER-RELATED INFORMATION

Hereunder are the following RSUs with the required supporting documentary:

1. Correction of Name, Birthdate, Mother's Name, Father's Name and Gender
  - a. NSO Certified Birth Certificate
  - b. Annotated Birth Certificate or Court Order authorizing the change of name, in cases of changes in Birth Certificate
  - c. Certification from the Office of Muslim Affairs and Affidavit of Two (2) Disinterested Persons, in case of Muslims



2. Correction of Marital Status – NSO Certified Marriage Contract or Certificate of No Marriage or Court Order relative to dissolution or annulment of Marriage
3. Correction of Citizenship – Certified true copy of Alien Certificate of Registration/Passport from the requesting District Office
4. Correction of Height, Weight – Certified true copy of Medical Certificate from the requesting District Office
5. Correction of TIN – Certified true copy of TIN card or print out of BIR verification or valid company ID or Income Tax Return indicating the TIN numbers from the requesting District Office

This Memorandum Circular shall take effect immediately. All orders/memoranda/circulars which are in conflict herewith are deemed superseded.

For strict compliance.

  
**ATTY. ALFONSO V. TAN, JR.**  
 Assistant Secretary

